

## **1507 - INFORMATION TECHNOLOGY SPECIALIST II**

### **NATURE OF WORK**

This is advanced technical work in systems analysis in a centralized data processing/management information systems operation. Employees in this classification are responsible for assisting in the analysis, design and implementation of less-complex or smaller scale projects and the modification of existing systems in a variety of subject matter fields, as applicable to the automation of City functions. Responsibilities include: data gathering, defining objectives, identification of problems and defining their solutions, documentation, fact-finding, translating system requirements into record layouts, process flow diagrams and written program specifications, presenting findings, recommendations and specifications, in written and/or verbal presentations.

Responsibilities also include exercising technical judgement and initiative in applying appropriate security and control procedures to suit user needs. Incumbents may be assigned to a variety of tasks related to the creation, modification, or maintenance of the systems, e.g.: programming, user training, etc.

### **ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES**

Analyzes user needs and design computer systems and/or subsystems. Interviews user to determine their needs for new software or enhancements and making recommendations.

Translates system requirements into record layouts and/or process flow diagrams; may prepare specifications for new information systems and/or improvements. Analyzes and designs computer systems for city usage. Programs, tests and debugs new and/or existing programs

Writes technical specifications for user software needs. Writes Requests For Bids for software applications for departments.

Provides user training on in-house systems. Performs duties associated with the city wide help desk.

Evaluates software from outside sources for use by the city. Assists management on decisions to enhance and/or expand computer systems.

Meets with users on a regular basis to analyze the feasibility of computerizing suggestions or questions they have.

Coordinates meeting dates, checking hardware requirements by vendor for demos, and serving on selection committee for such systems.

Attends seminars and/or training in new products.

Performs related work as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of state-of-the-art computer hardware.

Knowledge and practical experience with software development, methodologies and techniques,

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including programming languages and software packages.

Knowledge of application software development, methodologies and techniques, including programming languages and software packages.

Knowledge of basic governmental accounting and operational procedures, or the ability to rapidly acquire such knowledge.

Knowledge of data base methodology and fourth generation programming tools, or the ability to rapidly acquire such knowledge.

Ability to comprehend, analyze, and interpret functional organizational and procedural problems, and to make alterations in existing systems.

Ability to design, install and test systems, and to evaluate their effectiveness.

Ability to develop flow charts and diagrams, devise work flow sequences, and prepare complex cost analyses and reports.

Ability to communicate effectively, both verbally and in writing.

Ability to establish and maintain effective working relationships with departmental and other City employees.

### **MINIMUM REQUIREMENTS**

Graduation from an accredited college or university with a Bachelor=s degree in Computer Science, Management Information Systems, Mathematics, Public/Business Administration; or a closely related field. Two years full-time experience in designing and developing computer applications, writing documentation, training end-users, working with vendors, and leading implementation projects.

Additional related experience may substitute for education on a year-for-year basis. Excellent oral and written communication skills; excellent organization, follow-up and customer-service skills; good knowledge of MS Office, PCs, and LANS. **DESIREs:** Knowledge of current technologies including: SQL, Internet hosting and connectivity, Document Management, and/or GIS systems. Experience in project-leading a major rollout. Experience using computerized project management software.

### **PHYSICAL REQUIREMENTS**

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling, some crawling, reaching, and handling, sitting, standing, pushing, and pulling.

### **SUPERVISION RECEIVED**

Supervision is received from a project manager who reviews work for achievement of desired results

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and conformance to departmental standards, and may provide assistance, as required.

### **SUPERVISION EXERCISED**

Usually none.

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